

I would like to make a complaint about Sprint PCS overcharging bills due to rounding of minutes. I was recently charged over \$300 in overuse of minutes. These charges are inaccurate due to the rounding up of minutes to the nearest minute. This policy of rounding up is not stated in the contract that i had signed. Also, upon cancelling my contract after the one year service agreement, I was charged a \$150 cancellation fee. This fee applys to contracts cancelled before they are over, however I signed up for a one year service agreement. I would like to dispute the amount of \$614.01. Upon contacting Sprint PCS customer service line, I was told that I needed to dispute each call individually. The customer service rep. was extremely uncooperative.